

fiction  
to Nov 12

510  
6/13



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# INPUT

## QUALITY CONTROL PROOFREADING SIGNOFF

DESCRIPTION:

Presentation

PROJECT CODE:

SIP

AUTHOR:

JP Richard

DATE SENT/ INITIAL	PROOFED BY	DATE/ INITIAL
6/24 L	AKR	6/24 AKR
FINAL Q.C.		

Date to print: \_\_\_\_\_ Print QC date \_\_\_\_\_ By \_\_\_\_\_

Date to be shipped: \_\_\_\_\_ Date shipped \_\_\_\_\_

Fulfillment, PLEASE PRINT: ☐ labels ☐ letters ☐ packing slips

Mail List, PLEASE PRINT: ☐ mail list ☐ labels

☐ envelopes ☐ No. 10 ☐ 9" x 12" ☐ 10" x 13" ☐ Blank ☐ 1st class ☐ Bulk

*Thank you*

# INPUT

# PRODUCTION WORK ORDER

(Please fill out both sides)

Date In: 6/21/93 Date Needed: 6/25/93 Project Code: SIP  
 Authorized By: \_\_\_\_\_ Submitted By: JP Richard

## WORK SPECIFICATIONS

Date of Presentation: June 28  
☐ 35mm Slides  
☐ Foils Nomura  
☐ Exhibits  
☐ Questionnaire Presentation  
☐ Letter  
☐ Business Card  
☐ Note Paper  
☐ Newsletter  
☐ Press Release  
☐ Research Bulletin  
☐ Form  
☐ Brochure  
☐ Cover Design  
☐ Other \_\_\_\_\_

Number of pages submitted \_\_\_\_\_ Text  
 \_\_\_\_\_ Graphics

Special Instructions  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## PRINTING SPECIFICATIONS

Quantity Slides none  
 Quantity Foils none  
 Quantity Hard Copy 1 set  
 Paper Color \_\_\_\_\_  
☐ Outside Printer  
☐ Photocopy  
☐ Single Sided  
☐ Double Sided  
☐ 3-Hole Drill  
☐ Velobind Punch  
 Binding  
☐ Hardbound  
☐ Hot Strip  
☐ Binder  
☐ Saddle Stitch  
 Cover  
☐ Vinyl-Window  
☐ Vinyl-Solid  
☐ 80# White  
☐ Preprinted

Fold ☐ 1/2 Fold ☐ 1/3 Fold  
 Staple ☐ Corner ☐ 2 on Side  
☐ Pad  
☐ Box  
☐ Shrink Wrap

## MAILING SPECIFICATIONS

Envelope: ☐ No. 10 ☐ 9" x 12" ☐ 10" x 13" ☐ Reply Envelopes Quantity \_\_\_\_\_  
☐ First Class ☐ First Class Presort ☐ Bulk ☐ Address in Zip Code Order

Enclosures:  
☐ Letter ☐ Press Release  
☐ Brochure ☐ Research Bulletin  
☐ Form ☐ Business Reply Envelope  
☐ Newsletter ☐ Other  
☐ Questionnaire

Send \_\_\_\_\_ copies by ☐ regular mail ☐ Fed X overnight ☐ Fed X econo  
☐ UPS 2 day ☐ UPS ground ☐ DHL

to:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Quantity	Distribution
_____	Initial Mailing
_____	CA Stock
_____	NJ
_____	DC
_____	London
_____	Paris
_____	Germany
_____	Japan
_____	Korea
_____	India
_____	Canada
_____	TOTAL

# Presentation Work Sheet

Presentation Name: Jo Nomura

Date: 6/28/93

Presenter: JP Richard

Project Code: SIP

Category	#	Revision	Pulled (✓)		Color (b,r,g, blk)	Slide Returned (✓)
			HC	Slide		
SO	197		✓			
	198					
	199					
	200					
	201					
SI	204		✓			
	181		✓			
OU	173	6/24/93	✓			
	174					
	175					
	176					
SI	91a		✓			
	91b					
	92a					
	92b					
	92d					
	93a					
	93b		✓			
OU	32	6/24/93	✓			
	44					
	34					
	34a					
	34b					
	35					
	117		✓			

Category	#	Revision	Pulled (✓)		Color (b,r,g, blk)	Slide Returned (✓)
			HC	Slide		
SI	60	6/24/93	✓			
	95					
	96					
	97					
	142		✓			
	146	6/24/93	✓			
	147					
	149					
	150					
	175		✓			
	171		✓			
	172					
	173					
	174					
OU	177	6/24/93	✓			
	178					
	179					
	166		✓			
	167					
	168					
	169					
	170					
	171					
	172					

Group slides by category. File with presentation after slides checked in.

INPUT



# J P Presentation

1 of 2

June 28 to Nomura 1993

code requested	page # on marked b-up copy	changes (Y, N) no page	new code	place in doc
50 - 197	32			
198				
199				
200				
201				
51 204	36/5	N		
181	36 5	not yet avail.		
51001 - 511 - 45	(text text)	Y	OU - 173 <sup>6</sup> 9-13/6	
41		Y	OU - 174 <sup>5</sup> 14/5	
39		Y	OU - 175 <sup>4</sup> 14/8	
37		Y	OU - 176 <sup>3</sup> 14/13	
51 - 91a	10	Y	2 26	
* 91b			2-27	
92a			2-28	
* 92b			2 29	
92d		Schedule Y	3-1	
93a		Y	3-3	
93b		N		
OU - * 32	8	Y	2-20	
44	<del>not in b-up</del> 8	Y	2-21	
* 34	8	Y	2-22	
34a		Y	2-23	
34b		Y	2-24	
* 35		Y	2-245	

\* = line y addition







# JP presentation

2 of 2

June 23, 63

code requested	page # in marked group	changes (Y, N)	new code	place in doc
OU-117	25	no page		
DI-60	12	Y		3-12
95	14	Y		3-22
96		Y		3-23
97		Y		3-24
142	25	N		
146	26	Y		5-27
147		Y		5-28
149		Y		5-30
150	27	Y		5-31
175	31	no page		
171	30	N		
172	31	no page		
173				

\* Bethlehem Steel

McDonnell Douglas  
Major Awards

OU-166

167

168

169

170

171

172

newly

created

6/22/63

OU

SO-

1947

9-12

OU

SO-

1958

9-3

OU

1961

9-6

9-7

8

7

10

11

12



## Outsourcing Vendor Classification

# Professional Services

- Andersen
- CTG
- SAIC
- CSC
- Perot Systems
- McDonnell Douglas

SO- 197

INPUT

Notes



## Outsourcing Vendor Classification

# Processing Services

- EDS
- SAIC
- Systematics
- GENIX
- Flserv
- Shared Medical
- SCT
- ACS

INPUT

SO-198

Notes



## Outsourcing Vendor Classification

# Equipment Manufacturers

- IBM (ISSC)
- Unisys
- DEC

INPUT

SO- 199

Notes





## Outsourcing Vendor Classification

### Other

- Mellon Bank
- FMC

INPUT

SO-200

### Notes



# SO Vendor Profiles

SO-201

INPUT

Notes



# U.S. Vendors

SI-204

INPUT

Notes





# Vendor Market Share, 1991

Vendor	Revenue (\$M)	Percent
IBM	1,750	17
Andersen Consulting	787 <sup>(1)(3)</sup>	8
EDS	770 <sup>(2)</sup>	8
Digital	565	6
Computer Sciences Corp.	478	5

INPUT

SI-181

## Notes

1. Includes INPUT's estimate of equipment content
2. Non-GM business only
3. Adjusted to calendar year 1991



# Major Outsourcing Vendor Strategies

OU-173

INPUT

Notes



Outsourcing Vendor

## IBM (ISSC)

- Autonomous subsidiary
- Use IBM marketing strength
- Respond to “trading area” needs
- Stress services orientation

INPUT

OU-174

Notes



Outsourcing Vendor

## EDS

- Major equity investment to gain business
- Reduced GM-derived revenue
- Aggressive “independent” marketing units
- Shift to international focus

INPUT

OU-175

Notes





Outsourcing Vendor

CSC

- Shift emphasis to commercial
- Strategic acquisitions
  - Index Group
  - Intelicom

INPUT

OU-176

Notes



# Recent SI Contracts

Vendor	Client
Digital	Aetna Life and Casualty - Client/server Toys R' Us - VAX server Alcan Aluminum - Plant information management system

SI-91a

INPUT

Notes



## Recent SI Contracts

Vendor	Client
EDS	Del Monte Foods - Upgrade hardware Chicago - Parking Authority Mitsubishi - Re-engineering Dentz-Diter (Spain) - CIM

SI-91b

INPUT

Notes





# Recent SI Contracts

Vendor	Client
Andersen	Dial Corp. - Manufacturing system Texas Utilities - Client/server MAXUS - CIM

SI-92a

INPUT

Notes



# Recent SI Contracts

Vendor	Client
IBM	Burroughs Wellcome - Plant automation Resolution Trust - Property management Walmart - Inventory control U.S. Courts - National network

SI-92b

INPUT

Notes



# Recent SI Contracts

Vendor	Client
IBM Japan	Kansai International Airport - Passenger Information System

SI-92d

INPUT

Notes



# Recent SI Contracts

Vendor	Client
Perot	McGraw-Hill - Publishing system  Community Psychiatry Centers - Hardware upgrade  NCNB - Data center

SI-93a

INPUT

Notes





# Recent SI Contracts

Vendor	Client
SHL Systemhouse	Los Angeles - Court system  Maryland - State welfare system

SI-93b

INPUT

Notes



# Systematics/Alltel

Heritage	Applications operations
Focus	Banking/health care
Strength	Industry specialization Application software
Direction	Systems management

INPUT

OU-32

Notes



# IBM (ISSC)

Heritage	Equipment manufacturer
Focus	Platform operations
Strength	Selective industry knowledge Large resource base Customer base Services infrastructure
Direction	Systems management

INPUT

OU-44

Notes



# Andersen Consulting

Heritage	Professional services
Focus	Business solutions
Strength	Business knowledge Technology orientation Change management
Direction	Systems management

INPUT

OU-34

Notes





# Computer Sciences Corp.

Heritage	Professional services/consulting
Focus	Systems integration/ systems operations

OU-34a

INPUT

Notes



# Computer Sciences Corp.

Strength	Federal government experience Large technical staff Program management experience Re-engineering (index)
Direction	Commercial systems operations Transition management

OU-34b

INPUT

Notes



# Electronic Data Systems

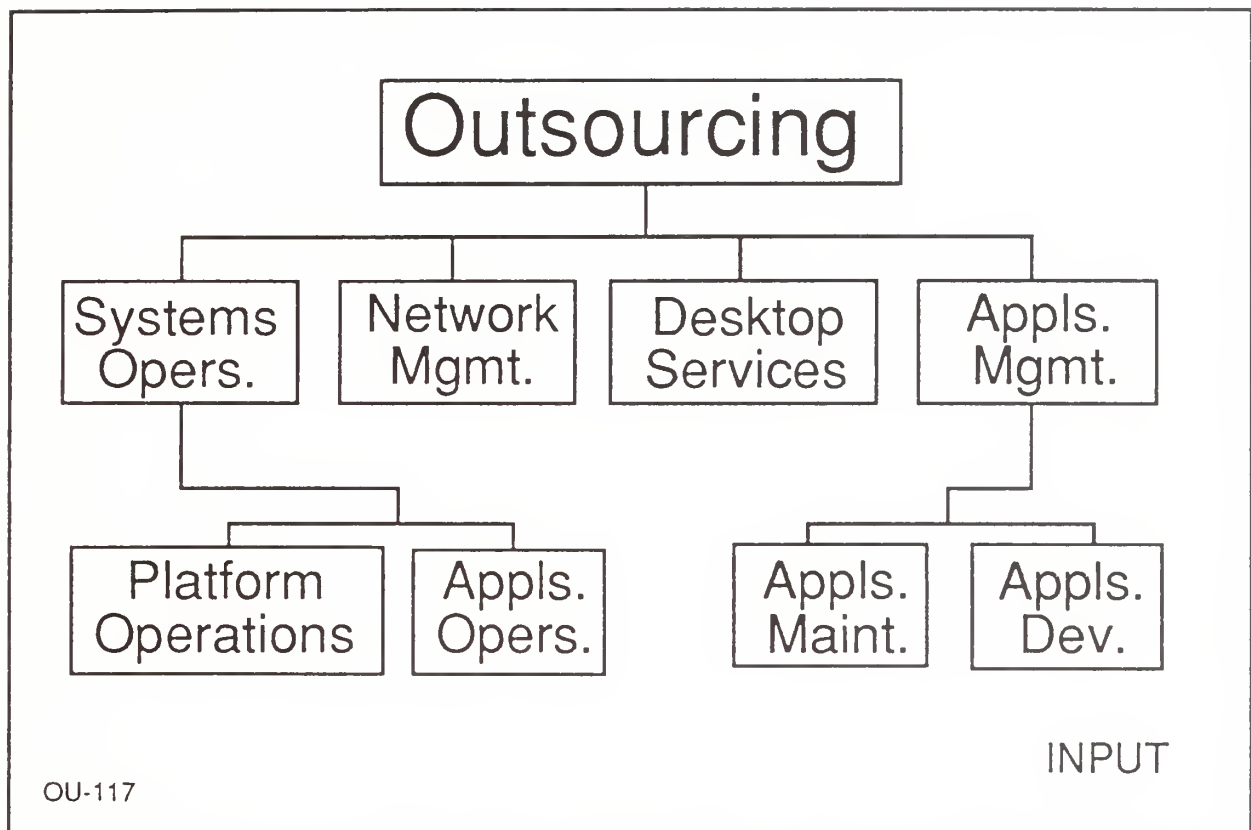
Heritage	Facilities management
Focus	Systems/network operations
Strength	Worldwide network Huge data centers Desktop management
Direction	Business operations Functional management

INPUT

OU-35

Notes





Notes





# U.S. Systems Integration Market Share—1992

Vendor	Share (Percent)
IBM	17
Andersen Consulting	9
EDS	8
Digital	7
CSC	5

SI-60

INPUT

Notes



SI Vendor

## Andersen Consulting

- Vertical industry specialization
- Complete systems management strategy
- Stressing business process re-engineering
- “Change-management” specialist

INPUT

SI-95

Notes



SI Vendor

## EDS

- Solid SO business base
- SI creates SO opportunities
- Reorganized to enable aggressive growth strategy
- International refocus

SI-96

INPUT

Notes



SI Vendor

# IBM

- ISSC assuming SI role
- Heavy use of SI partners
- Focus on repeatable solutions
- Trading area focus continues

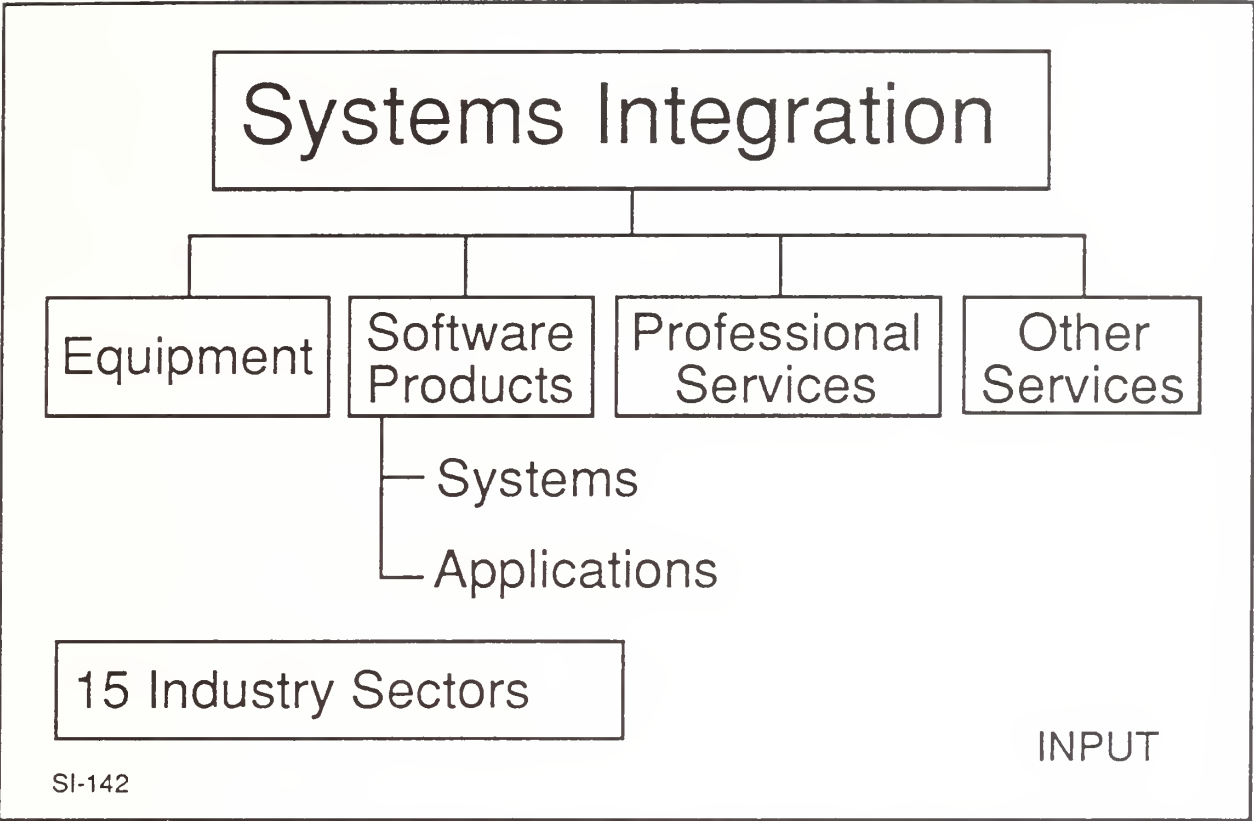
SI-97

INPUT

Notes







Notes



SI Project

## EDS—Del Monte Foods

- 5 year—\$30 million (estimate)
- Upgrade computer technology
- Customize packaged software
- Converted to outsourcing contract

INPUT

SI-146

Notes



SI Project

# Andersen Resolution Trust Corp.

- 4 year—\$24 million
- Teamed with IBM
- Develop asset trading system
- Connects 2,000 offices in U.S.

SI-147

INPUT

Notes



SI Project

## CSC—U.S. Postal Service

- 3 year—\$33 million
- System design and development
- Data base development and support
- Nationwide system

SI-149

INPUT

Notes





SI Project

## IBM—U.S. Federal Courts

- 5 year—\$25 million
- Teamed with CSC
- Install communications network
- 2,000 LANs and electronic mail

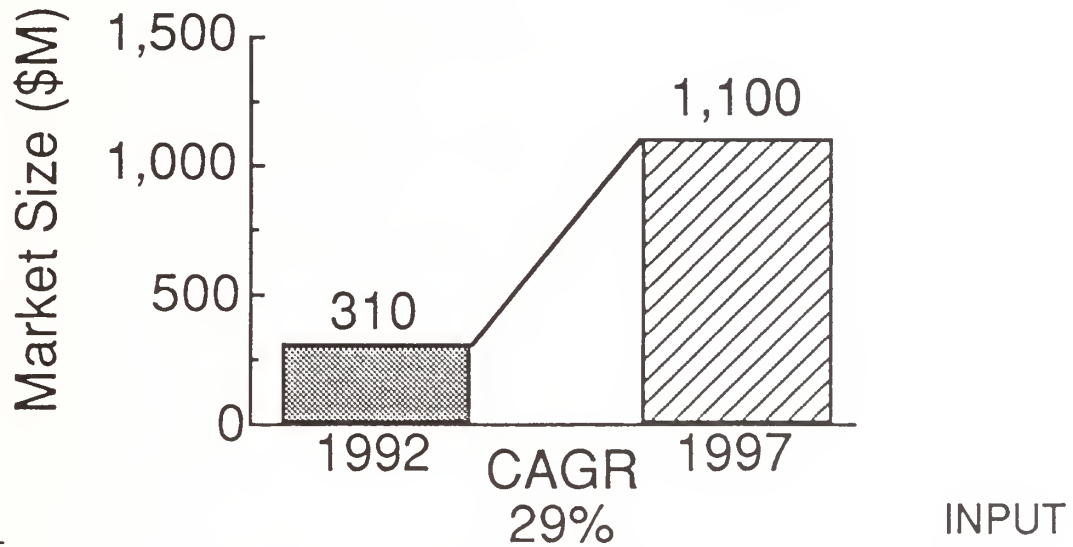
SI-150

INPUT

Notes



# Business Process Re-engineering



SI-175

Notes



# Client Motivation

- Reduced cost
- Faster response
- Improved quality
- Competitive advantage

SI-171

INPUT

## Notes



# Vendors' Motivation

- High value
- Early involvement
- SI opportunities
- Build expertise

SI-172

INPUT

Notes





# Challenges

- Price
- In-house IS
- Culture
- Resistance to change

SI-173

INPUT

Notes



# Examples

- IBM Canada
- Mutual Benefit Life
- United Stationers
- Lee Memorial Hospital

SI-174

INPUT

Notes



# ISSC - McDonnell Douglas

- \$3 billion over 10 years
- Responsible for all IT and communications
- Staff and facilities transferred
- Unisys large subcontractor

OU-177

INPUT

Notes



# EDS - Bethlehem Steel

- \$500 million for 10 years
- Manage data center
- Manage shop floor equipment
- Network management to be added

INPUT

OU-178

Notes





## Major Awards 1993 (YTD)

- Bethlehem Steel/EDS
- Equifax/ISSC
- Department of Labor/CSC
- TransAlta Utilities/Digital
- Kaiser Permanente/ISSC

OU-179

INPUT

Notes



# BPR Vendor Strategies

- Do BPR as part of service
  - Andersen
  - EDS
  - CSC
- Don't do BPR at all
  - TSC
  - CTG

OU-166

INPUT

Notes



# BPR Tools

- CASE methodology
- CALS philosophy/software
- Change management

INPUT

OU-167

Notes



# Business Operations Outsourcing

OU-168

INPUT

Notes





# Vendor Strategies

- Consider business operations next logical step
- Look for “niche” markets
- Do operation better than client

OU-169

INPUT

Notes



# Operations to be Outsourced

- Claims processing
- Document processing
- Accounting function
- Human resources management

INPUT

OU-170

Notes



# Claims Processing Vendors

- CSC
  - Blue Cross
  - Federal Emergency Management
  - Black Lung Program
- EDS
  - Blue Cross
  - Medicaid/Medicare

INPUT

OU-171

Notes



# Document Processing Vendors

- EDS
  - Printing, retrieval, and fulfillment
- Genix
  - Printing and fulfillment
- ACXIOM
  - Fulfillment management and printing

INPUT

OU-172

Notes





Agenda for  
to Nov 12

SIP  
6/13

